

A white ambulance with red and blue stripes is driving on a road at night. The ambulance has "KIDLINE" written on its side and the number "0451" on the front. The background shows a dark road with white dashed lines and some blurred lights in the distance.

# Patient Care Reporting System Transition

*Virginia Department of Health - Office of Emergency Medical Services*

EMS Update

State EMS Advisory Board Quarterly Meeting

Presented by: Mike Kord (OEMS PM), Alex Derhovhannessian (Qlarion VP)

August 6, 2021

*"Data provides evidence that EMS is central to the healthcare system and the community at large. What is quantifiable is valued. Attention is given to problems that can be demonstrated with data. We know EMS performs extremely valuable services every day. With data these services become visible to the rest of the healthcare system and the community."*

*EMS holds unique knowledge and experience the rest of the care community needs. EMS personnel see things other building-based providers simply do not see. With data sharing EMS can communicate this perspective and receive the credit due to it for the expertise it deploys every day. Data can also show when EMS is doing work it was not designed to do that would be better addressed by other parts of the healthcare or social service systems."*

"The Role of ePCR Software in EMS Data Sharing" EMS World, May 2020.



# Project Objective Statement

With Virginia's EMS System, the Western Virginia EMS Council has partnered with ESO and ImageTrend to build a comprehensive, statewide network to collect and track healthcare and public safety data from EMS agencies, fire departments and hospitals.

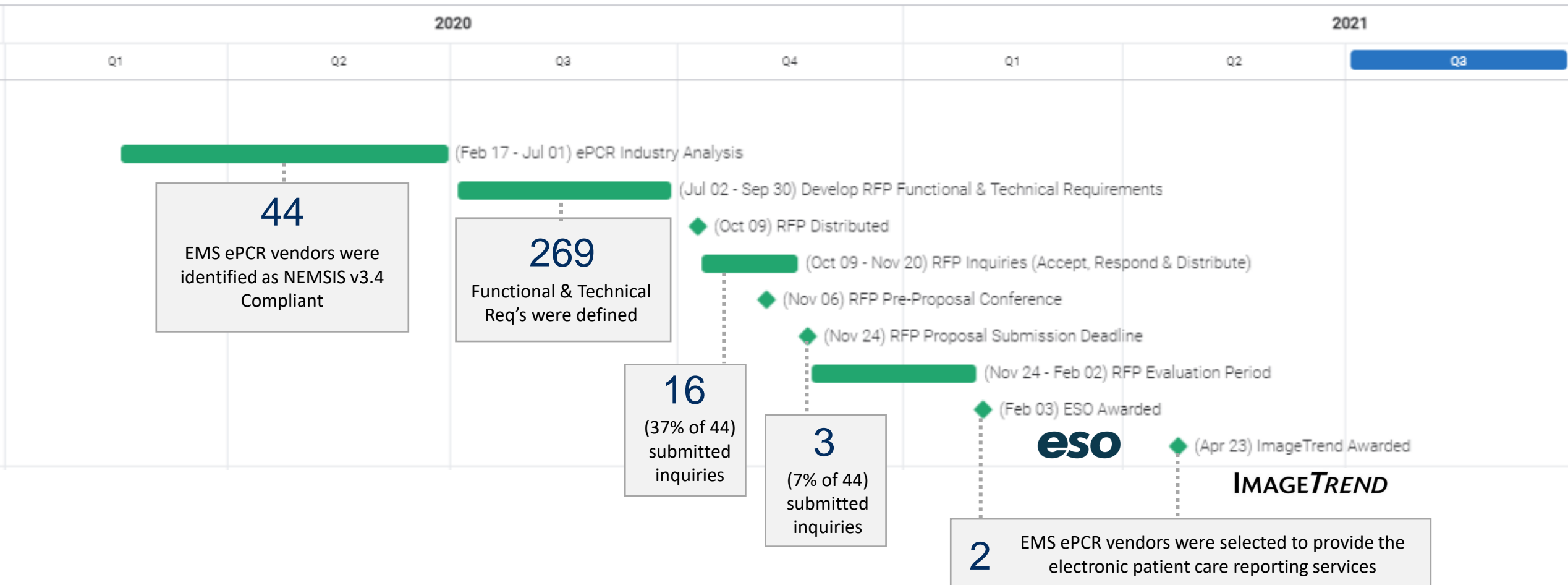


# Patient Care Reporting System Transition

## RFP Process

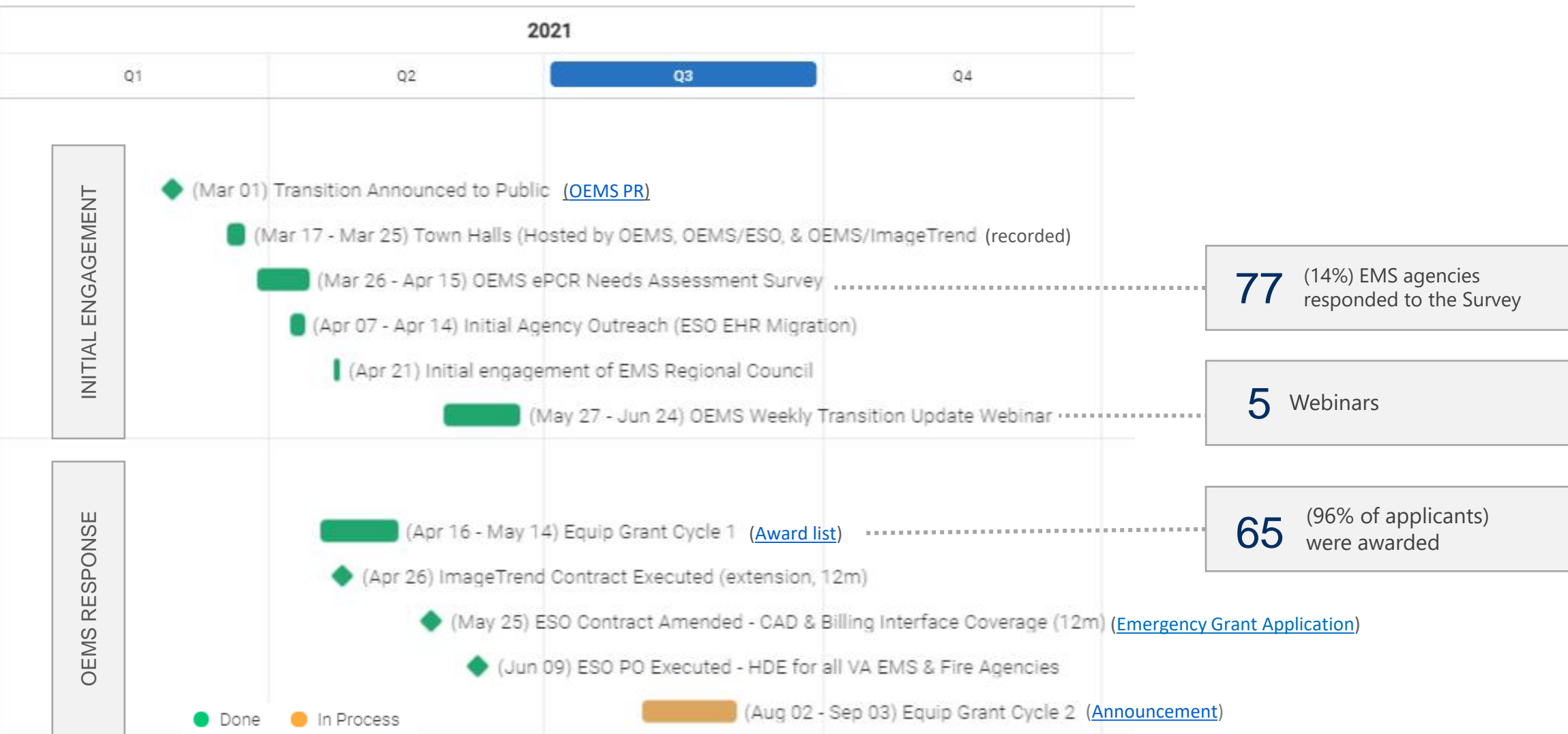
RFP No. WVEMS/OEMS300920

Virginia Emergency Medical Services Electronic Patient Care Reporting System



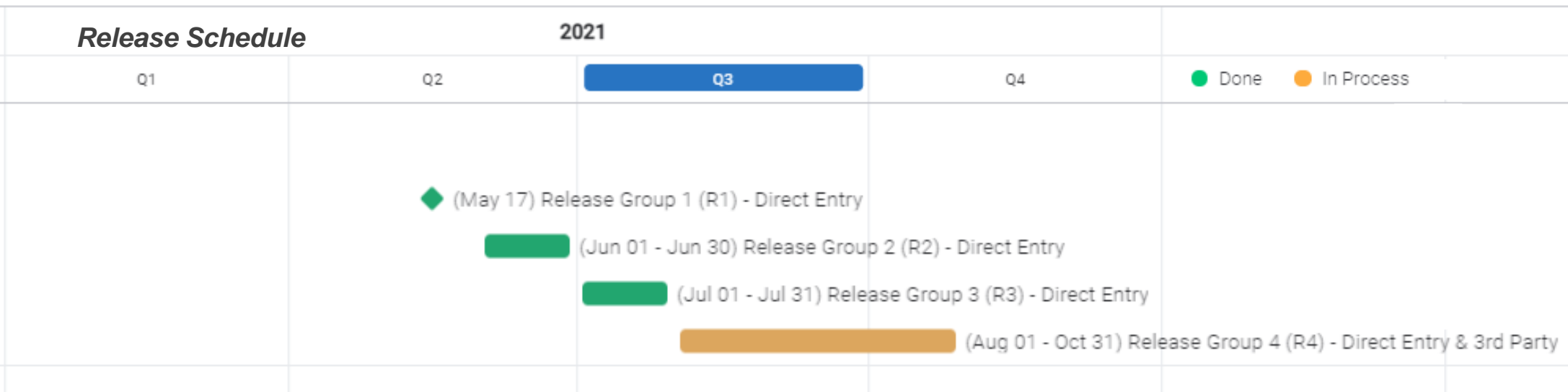
# Patient Care Reporting System Transition

## Initial Agency Engagement



# Patient Care Reporting System Transition

## Agency Migration Status – ESO EHR



### Number of Agencies that have Migrated or are Scheduled to Migrate

	Release Group 1 (May)	Release Group 2 (June)	Release Group 3 (July)	Release Group 4 (Aug-Oct)	Not in a Release	Total Agencies
Migrated	6	30	36			72
Scheduled				74		74
Schedule TBD					394	394
Total Agencies						540

# Patient Care Reporting System Transition

## ESO EHR Training

### ESO On-Demand Learning (ODL)

Self-paced, online learning platform provides anytime, anywhere access to ESO software training. Managers and admins can also assign and track courses to ensure their teams know how to use every ESO tool at their disposal.

### ESO Admin & End-User Training

#### Onsite, Instructor-led Training

4 Virginia locations (June 19<sup>th</sup> – 23<sup>rd</sup>)

#### Virtual, Instructor-based

Offered multiple days/times per week

### State of Virginia ODL Summary

Data as of July 30



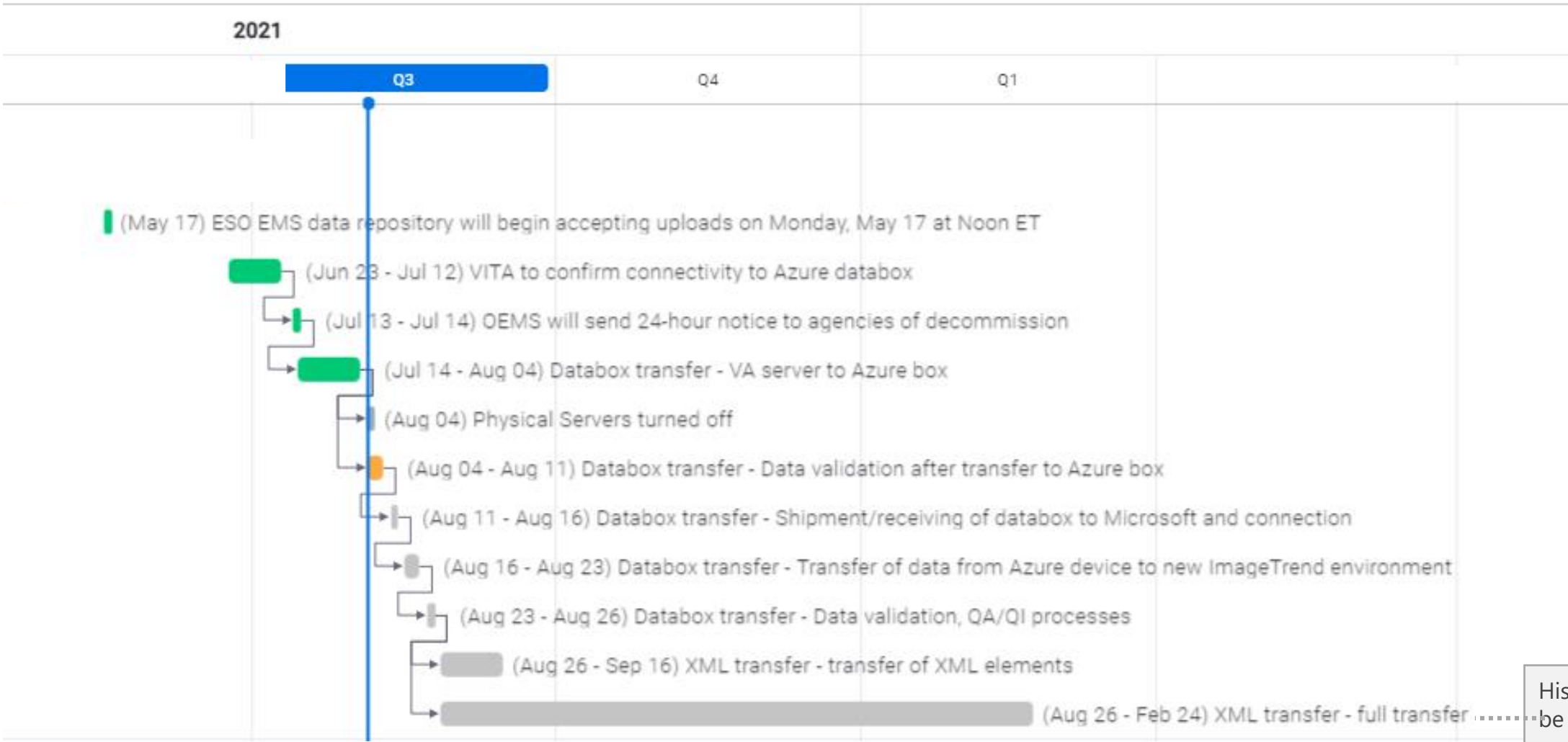


# Patient Care Reporting System Transition



## Data Migration Timeline

Available via OEMS Transition site



Historical records will be accessible via ESO



# Patient Care Reporting System Transition

## Online Transition Resources

### [OEMS Patient Care Reporting System Transition page](#)

Agency transition FAQs, technical documentation, OEMS Town Hall & Webinar recordings, Agency Transition FAQs, OEMS Data Migration Timeline, and Project Contacts

### [ESO VA Welcome page](#)

Product Demo Videos, ESO Town Hall recordings, Onboarding Documentation, and FAQs

The image displays two overlapping web pages. The background page is titled "OEMS PATIENT CARE REPORTING SYSTEM TRANSITION" and contains a notice about redirecting state submissions to the new Virginia (ESO) State Repository. It lists "Agency Resources" such as "OEMS ImageTrend to ESO Transition - FAQs", "Data Migration Timeline", and "ESO's VA Welcome Page". It also has sections for "Contacts" and "Archived" information. The foreground page is the "ESO VA Welcome" page, featuring a large "Welcome, Virginia EMS Agencies, Fire Departments, and Hospitals!" message. It includes a navigation bar with links like "Fire", "Hospital", "State", "Research", "Resources", "About", "Support", and "LOG IN". Below the welcome message, there are buttons for "Overview for Hospitals" and "Overview for EMS Agencies". At the bottom, there are sections for "Virginia EMS Town Hall and Demo Videos" and "Onboarding", each with a video player showing a presentation slide.

**OEMS PATIENT CARE REPORTING SYSTEM TRANSITION**

All Virginia agencies must redirect their state submissions to the new Virginia (ESO) State Repository, as required per state regulations (§ 32.1-116.1). Please contact your EMS ePCR vendor to ensure your agency is compliant. For agencies continuing to use the Virginia Elite system, made available under the WVEMS contract, ImageTrend requires your agency provide explicit...

This page provides the most up-to-date information regarding the transition.

**Agency Resources**

- OEMS ImageTrend to ESO Transition - FAQs
- Data Migration Timeline
- ESO's VA Welcome Page
- What's included in the ESO state-funded product
- What additional ESO products are available?
- ESO Health Data Exchange (HDE) Information
- ESO CAD Interface Overview - API Technical Reference
- ESO EHR Hardware / Software Compatibility
- ESO - Zoll Cloud X Series Configuration
- ESO Transition Hardware Special Initiative - Phase 1

**Contacts**

- ESO onboarding next steps - ESO Integration Team
- ESO product-specific questions - Chris Montero
- Transition-related questions/concerns - OEMS (s)

**Archived**

- Original Transition Announcement (March 11, 2020)
- EMS ePCR Needs Assessment (Please complete by 10/1/2020)
- ESO Transition Hardware Special Initiative Grant

**Hospital Resources**

- What's included for hospitals in the ESO state-funded product
- ESO Transition Hardware Special Initiative Grant

**eso** EMS Fire Hospital State Research Resources About Support LOG IN Request a Demo

## Welcome, Virginia EMS Agencies, Fire Departments, and Hospitals!

We're so excited to be a part of this journey to help Virginia be the healthiest state in the nation. We're looking forward to all the great work we will do together to improve the health and safety of your communities. We're sure you have many questions. We've done our best to answer a number of them below. However, if you don't find what you're looking for, please don't hesitate to reach out. You can find contact information below in the FAQ. We're here to help! We will be making periodic updates to this page, so check back in from time-to-time to see what's new.

Overview for Hospitals Overview for EMS Agencies

Virginia EMS Town Hall and Demo Videos Onboarding

42 Total 22 Total 5 Total

# Patient Care Reporting System Transition

## Regional Council Resources

- [ESO Implementation Dashboard](#) - This dashboard was created to provide Regional Directors the tools and resources needed to assist agencies in their region.
- [ESO Agency Tracker](#) (see below) – This board created for OEMS to manage / track the status of all Virginia EMS agencies throughout the transition and includes the requisite information per agency
- OEMS ESO Agency Tracker Working Sessions
- Monday.com - Complete transparent dashboards of where the agencies are currently in the progress of transitioning.

## Agency Tracker

Scheduled for upcoming ESO EHR release			Type	Joinder Agreement	ESO Release ...	Confirmed Go ...	Setup ...
BWX TECHNOLOGIES EMERGENCY TEAM	00465		ImageTrend-State	Signed EHR Joinder	R4 (01 Oct)		Returned
CENTRA HEALTH INC	00456		ZOLL	Signed EHR Joinder	R3 (15 Jul)		Returned
CAMPBELL COUNTY PUBLIC SAFETY	01136		ImageTrend-3rd Party	Signed 3rd Party Joinder	R4 (01 Oct)		Returned
CITIZENS EMERGENCY CREW	00127		Forte Holdings		R4 (01 Oct)		Returned
CONCORD RESCUE SQUAD	00128		ImageTrend-State	Signed EHR Joinder	R4 (01 Oct)		Returned
LYNCHBURG FIRE DEPARTMENT	00143		ImageTrend-3rd Party	Signed 3rd Party Joinder	R4 (01 Oct)		Returned
APPOMATTOX VOLUNTEER RESCUE SQUAD	00134		ImageTrend-State		R2 (01 Jun)		Returned
CAMPBELL COUNTY RESCUE SQUAD	00367		ImageTrend-3rd Party	Signed 3rd Party Joinder	R4 (01 Oct)		Returned
+ Add							
Plans to migrate to ESO EHR - Not yet scheduled			Type	Joinder Agreement	ESO Release ...	Confirmed Go ...	Setup ...
MONTVALE RESCUE SQUAD	00139		ImageTrend-3rd Party	Signed 3rd Party Joinder			
SCRUGGS FIRE DEPARTMENT AND RESCUE SQUAD, I...			ImageTrend-3rd Party	Signed 3rd Party Joinder			
HUDDLESTON LIFE SAVING & FIRST AID CREW INC	35		ImageTrend-3rd Party	Signed 3rd Party Joinder			

# Patient Care Reporting System Transition



## Project Contacts



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Jesse 'Bryan' Hodges	Patient Care Informatics System Supervisor	jesse.hodges@vdh.virginia.gov	Patient Care Reporting System SME
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## IMAGETREND

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Amy Eastman	Patient Tracker & Alerting	amy.eastman@eso.com	Hospital Systems, Patient Tracker
Joe Russo	Trauma Registry Lead	joe.russo@eso.com	Hospital Systems, API
Zac Taylor	Regional Rep for ESO, Fire Platforms	zac.taylor@eso.com	EHR Agency Migration

# Q&A